

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.**  
(For candidates admitted during the academic year 2008-2009 & thereafter)

**SUBJECT CODE: CM/MC/OM34**

**B.Com. DEGREE EXAMINATION NOVEMBER 2011**  
**COMMERCE**  
**THIRD SEMESTER**

**COURSE : MAJOR CORE**  
**PAPER : OFFICE MANAGEMENT**  
**TIME : 3 HOURS**

**MAX. MARKS: 100**

**SECTION-A**

**Answer ALL Questions:**

**(10x3=30)**

1. Define a modern office
2. What is a paperless office?
3. Write short notes on Docketing.
4. What is a window envelope?
5. List out the principles of selection of office machines.
6. What is an office system?
7. What is a filing manual?
8. List out the stationery used in an office.
9. Write short notes on photocopying machines.
10. What is a franking machine?

**SECTION B**

**Answer Any Five Questions:**

**(5x6=30)**

11. Explain the essentials of a good office system.
12. State the advantages and disadvantages of an open office.
13. What is indexing ? Explain the different types of indexing.
14. State the principles to be kept in mind when designing an office layout.

15. Discuss the characteristics of a good filing system.
16. Describe the procedure for handling outward mail.
17. Discuss the advantages of mechanization in an office.

**SECTION C**

**Answer Any Two Questions:**

**(2x20=40)**

18. Discuss the functions of a modern office.
19. Explain the modern methods of filing adopted in an office.
20. Discuss the advantages and disadvantages of centralization and de-centralization in an office.
21. Outline a system which you would follow in controlling purchase ,storage, issue and use of office stationery in a large office.

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